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STUDENT RELATIONS COMMITTEE INFORMATIONAL INTERVIEW

REGULATORY AFFAIRS PROFESSIONAL PROFILE OF	Interviewee: LORINDA LOFTONBROOK-PHILLIPS
	DIRECTOR, GLOBAL REGULATORY AFFAIRS AND GOVERNMENT RELATIONS
	ESTEE LAUDER COMPANIES
Student Author: Jennifer Lam	Date of Interview: July 28, 2010

The following questions and responses were asked to create a profile of a RA professional, including the activities performed as part of regulatory affairs work and background educational and career pathway information, as well as to obtain advice for students entering the regulatory affairs profession:

Question: *Can you pick a day from last week (or this week depending on when the interview is taking place) and describe what your work day/schedule was like? What did you have planned for the day? What did you encounter that was unplanned?*

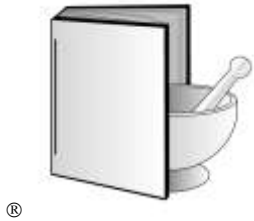
A large portion of the day was spent putting out fires. We are the Canadian office of the US parent company so we have to wear many hats. For example, I deal heavily on issues concerning the environmental side with Environment and Health Canada, with much time spent working on the Chemicals Management Plan (CMP). I reviewed the work of the 5 people I supervise, I dealt with the financial and legal issues specifically relating to language issues in Quebec, and I worked to finish the annual Health Canada Authorization to Sell Drugs. Some of our OTC products include SPF products, anti-acne, and toothpaste. I was also involved with our Establishment Licence renewal for TPD. One of our biggest issues right now is regarding product registration in China. China changed regulations, for cosmetics, in April of this year; these changes are delaying launch dates dramatically. Budget issues were dealt with yesterday, and I looked into acquiring items and donations for the Look Good Feel Better Ball. This Ball raises much needed fund to support woman affected by cancer and helps them manage the changes in their appearance due to cancer and its treatment. Additionally, I was working with the R&D department by reviewing our chemist lab work, going over the formulas developed, and writing the ingredient list to go with it. I also dealt with the revised GMP regulations published by Health Canada.

Question: *How did you get into Regulatory Affairs? Can you describe the career path you took to get to your current position?*

I got into Regulatory Affairs by accident. I had a Master's degree in Biology and was looking to get into research but couldn't find a job because I was overqualified and had no experience. I went to a temp agency which sent me to MAC. They had just opened their R&D facility. After I left for 3 months, the people I got to know during my placement informed me of an opening in regulatory. Since then I've spent 13 years here.

Question: *How often do you travel (if at all) for conferences, meetings, etc.?*

More than I imagined. On average I travel once or twice a month. Half of the time to Ottawa and the other half to New York. And once a year, a larger trip.



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Question: *What features of your education/formal training are most useful in your career?*

In addition to my science training, other skills developed during my school years, such as the ability to multi-task, organizational skills and presentation skills have proven invaluable in a business setting. The discipline required to complete a Master's degree in the sciences prepares you for a lot. You learn how to problem-solve, deal with disappointment, work well with others and create cross-functional reports.

Question: *To how many industry and professional associations do you belong? How have they been helpful to you in your career?*

Canadian Association of Professional Regulatory Affairs (CAPRA)

Canadian Cosmetic, Toiletry and Fragrance Association (CCTFA)

Society of Cosmetic Chemists (SCC)

Canadian Manufacturers and Exporters (CME)

Most important is the CCTFA. They are an advocate for the cosmetic industry. The association acts as a key liaison with government at all levels and provides an invaluable international resource for cosmetic companies in Canada. . I am in contact with them about 2-3 times a week.